

# A Guide to Securing Zoom Accounts

This guide is first to protect the administrators from misuse of their Zoom Accounts and second to provide some guidance on helping the fellowship with it's temporary issue of online meetings.

The Zoom platform offers 3 levels of service distinguished by monthly price. We're not going to do a comparison of features just security.

Pro \$14.99 per host

Business \$19.99 min 10 licenses (\$199.90) with the first login as Owner

Enterprise \$19.99 min 50 licenses (\$999.50) We're not going to describe this since many people can't even think about that price.

## Pro

If you're using a \$14.99 account, do not share the username and password. If you do the person sharing it can change all the options in your administration tabs causing additional charges that may be overwhelming. Add-ons to the software start around \$50 and go up. Cloud features are very expensive when it comes to storage.

## Business

This is most likely the one to set up for conventions, regions and large networks of NA communities.

The Owner is a user and a host. The owner invites other users to be able to conduct their own set of meetings.

The owner account needs to lock down some settings that I will show you below.

## Lock Down Settings for the predefined Admin Role

When you read admin think meeting scheduler.

ADMIN -> User Management -> Role Management -> Choose Admin -> Role Settings Tab

User and Permission Management

	View	Edit
<b>Users</b> View or edit user information, including the assignment of users to roles.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>User advanced settings</b> View or edit advanced settings for Users.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Role management</b> View existing roles, or create and modify user roles. *Enabling the Edit privilege automatically enables the Edit privilege for Users.	<input type="checkbox"/>	<input type="checkbox"/>
<b>User groups</b> View or edit Groups. All users in a group inherit permissions from the group role.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Account Management

	View	Edit
<b>Account profile</b> View or edit settings in the account profile.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Account settings</b> View or edit settings that affect all users in the account.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Recording management</b> View or edit information about recordings of meetings hosted by users in account.	<input type="checkbox"/>	<input type="checkbox"/>

## Zoom Rooms Management

	View	Edit
<b>Zoom rooms</b> View or edit account-level settings for Zoom Rooms.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Digital Signage</b> View or edit digital signage for the account.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Zoom Device Management</b> View or edit Zoom device management for the account.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Calendar Integration</b> View or edit calendar integration for the account.	<input type="checkbox"/>	<input type="checkbox"/>

## IM Management

	View	Edit
<b>Chat history</b> View archived chat messages in the account.	<input type="checkbox"/>	
<b>IM groups</b> View or edit IM groups for the account.	<input type="checkbox"/>	<input type="checkbox"/>
<b>IM settings</b> View or edit IM settings that affect all users in the account.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Chatbots</b> Enable chatbots within Zoom Client		<input type="checkbox"/>

## Billing

	View	Edit
<b>Subscription</b> View your current plan or purchase additional subscriptions and add-ons.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Billing information</b> View your invoice history or edit your billing information.	<input type="checkbox"/>	<input type="checkbox"/>

## Dashboard

	View	Edit
<b>Dashboard Home Page</b> View overview of usage statistics for Meetings and Zoom Rooms.	<input checked="" type="checkbox"/>	
<b>Meetings</b> View detail information of real-time and past zoom meetings and relevant participants.	<input checked="" type="checkbox"/>	
<b>Join Live as Assistant</b> Allow users to join meetings as an assistant from dashboard.		<input checked="" type="checkbox"/>
<b>End Meeting</b> Allow users to end the meeting from dashboard.		<input checked="" type="checkbox"/>
<b>Zoom Rooms</b> View information and usage statistics of Zoom Rooms.	<input type="checkbox"/>	
<b>CRC</b> View CRC usage statistics for the account.	<input checked="" type="checkbox"/>	
<b>Webinars</b> View detail information of real-time and past webinars and relevant panelist.	<input checked="" type="checkbox"/>	
<b>Join Live as Assistant</b> Allow users to join webinars as an assistant from dashboard.		<input checked="" type="checkbox"/>
<b>IM</b> View usage statistics of chat messages and message types.	<input type="checkbox"/>	
<b>Zoom Phone</b> View usage statistics of Zoom Phone for the account.	<input type="checkbox"/>	

# Advanced Features

## Advanced features

	View	Edit
<b>Zoom for developers</b> Build and publish apps on Marketplace	<input type="checkbox"/>	<input type="checkbox"/>
<b>H.323/SIP room connector</b> View or edit H.323/SIP room connector	<input type="checkbox"/>	<input type="checkbox"/>
<b>Meeting connector</b> Setup token and environment for meeting connector	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Hybrid</b> Setup token and list proxy Zone Controller	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Branding</b> View or edit customized pages or email templates	<input type="checkbox"/>	<input type="checkbox"/>
<b>Security</b> View or edit user password requirements and other security settings	<input type="checkbox"/>	<input type="checkbox"/>
<b>Single Sign-On</b> View or edit SSO configurations for Zoom account	<input type="checkbox"/>	<input type="checkbox"/>
<b>Integration</b> Integrations are moving to App Marketplace	<input type="checkbox"/>	<input type="checkbox"/>
<b>Marketplace</b> Manage and install Marketplace apps for the Zoom account	<input type="checkbox"/>	<input type="checkbox"/>

## API Features

	View	Edit
<b>Chat messages</b> "View" enables API access to all users' chat messages in this account. "Edit" enables API access to send a message on behalf of any user in this account.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Chat channels</b> Enable listing of all user's channels in this account via API.	<input type="checkbox"/>	

Disable Auto saving chats

Disable Play sound when participants join or leave

Enable Allow host to add co-hosts, co-hosts have the same in-meeting controls as the host.

This will help you with the delegation of the services offered in the meeting.

Enable Allow host to put attendee on hold

Enable always show meeting control toolbar

Enable Show Zoom windows during screen share

We will update this page with additional information as we learn it and encourage you to share tips and tricks with us that we can include. And stay tuned for information on Seventh Tradition contributions

# Account Settings -> Meeting

## Schedule Meeting

### Schedule Meeting

#### Host video

Start meetings with host video on



#### Participants video

Start meetings with participant video on. Participants can change this during the meeting.



#### Audio Type

Determine how participants can join the audio portion of the meeting. When joining audio, you can let them choose to use their computer microphone/speaker or use a telephone. You can also limit them to just one of those audio types. If you have 3rd party audio enabled, you can require that all participants follow the instructions you provide for using non-Zoom audio.



Telephone and Computer Audio

Telephone

Computer Audio

#### Join before host

Allow participants to join the meeting before the host arrives



#### Use Personal Meeting ID (PMI) when scheduling a meeting



#### Use Personal Meeting ID (PMI) when starting an instant meeting



#### Only authenticated users can join meetings

The participants need to authenticate prior to joining the meetings, hosts can choose one of the authentication methods when scheduling a meeting.



### Only authenticated users can join meetings



The participants need to authenticate prior to joining the meetings, hosts can choose one of the authentication methods when scheduling a meeting.

### Add watermark



Each attendee sees a portion of their own email address embedded as a watermark in any shared content and on the video of the participant who is sharing their screen. This option requires enabling "Only signed-in users can join the meeting" or "Only signed-in users with specified domains can join meetings".

### Add audio watermark



If an attendee records the meeting, their personal information will be embedded in the audio as an inaudible watermark. This option requires enabling "Only signed-in users can join the meeting" or "Only signed-in users with specified domains can join meetings".

If you want to get details of who recorded a Zoom meeting, please [submit your request](#) online. The email content needs to include:

- Meeting Information (Meeting ID, date and time of occurrence)
- The recording file (video or audio file)

### Always display "Zoom Meeting" as the meeting topic



Hide actual meeting topic and display "Zoom Meeting" for your scheduled meetings

### Require a password when scheduling new meetings



A password will be generated when scheduling a meeting and participants require the password to join the meeting. The Personal Meeting ID (PMI) meetings are not included.

### Require a password for instant meetings



A random password will be generated when starting an instant meeting

### Require a password for Personal Meeting ID (PMI)



### Require a password for Room Meeting ID (Applicable for Zoom Rooms only)



A password will be generated for Room Meeting ID and participants require the password to join the meeting.

### Embed password in meeting link for one-click join

Meeting password will be encrypted and included in the join meeting link to allow participants to join with just one click without having to enter the password.



### Require password for participants joining by phone

A numeric password will be required for participants joining by phone if your meeting has a password. For meeting with an alphanumeric password, a numeric version will be generated.



### Bypass the password when joining meetings from meeting list

When Zoom Rooms join a scheduled meeting on its meeting list, users do not need to manually enter the meeting password.



### Mute participants upon entry

Automatically mute all participants when they join the meeting. The host controls whether participants can unmute themselves. 



### Calendar and Contact Integration

Integrate your calendar and contact service, such as Google account, Outlook, or Exchange with Zoom client. 



### Office 365 users can consent to enterprise applications accessing company data on their behalf

If turned off, the Office 365 administrator will need to consent to calendar integrations on behalf of the company. As an administrator, please choose the same settings configured in Office 365. [View the settings on Office 365](#)



### Upcoming meeting reminder

Receive desktop notification for upcoming meetings. Reminder time can be configured in the Zoom Desktop Client. 



### Enforce to use OAuth 2.0 only for authenticate Office365 calendar integration

Enabling this setting will force users and Zoom Rooms to authenticate calendar service



# In Meeting (Basic)

## In Meeting (Basic)

### Require Encryption for 3rd Party Endpoints (H323/SIP)

Zoom requires encryption for all data between the Zoom cloud, Zoom client, and Zoom Room. Require encryption for 3rd party endpoints (H323/SIP).



### Chat

Allow meeting participants to send a message visible to all participants



Prevent participants from saving chat

### Private chat

Allow meeting participants to send a private 1:1 message to another participant.



### Auto saving chats

Automatically save all in-meeting chats so that hosts do not need to manually save the text of the chat after the meeting starts.



### Play sound when participants join or leave

Play sound when participants join or leave



### File transfer

Hosts and participants can send files through the in-meeting chat.



### Feedback to Zoom

Add a Feedback tab to the Windows Settings or Mac Preferences dialog, and also enable users to provide feedback to Zoom at the end of the meeting



### Display end-of-meeting experience feedback survey

Display a thumbs up/down survey at the end of each meeting. If participants respond with thumbs down, they can provide additional information about what went wrong.



### Co-host

Allow the host to add co-hosts. Co-hosts have the same in-meeting controls as the host.



- Polling**    
Add 'Polls' to the meeting controls. This allows the host to survey the attendees. 
- Allow host to put attendee on hold**    
Allow hosts to temporarily remove an attendee from the meeting.
- Always show meeting control toolbar**    
Always show meeting controls during a meeting 
- Show Zoom windows during screen share**  
- Screen sharing**    
Allow host and participants to share their screen or content during meetings
- Who can share?**  
 Host Only     All Participants
- Who can start sharing when someone else is sharing?**  
 Host Only     All Participants
- Disable desktop/screen share for users**    
Disable desktop or screen share in a meeting and only allow sharing of selected applications. 
- Annotation**    
Allow participants to use annotation tools to add information to shared screens 
- Whiteboard**    
Allow participants to share whiteboard during a meeting 
- Remote control**    
During screen sharing, the person who is sharing can allow others to control the shared content

## Nonverbal feedback



Participants in a meeting can provide nonverbal feedback and express opinions by clicking on icons in the Participants panel. 

## Allow removed participants to rejoin



Allows previously removed meeting participants and webinar panelists to rejoin 

## In Meeting (Advanced)

### Breakout room

Allow host to split meeting participants into separate, smaller rooms



### Remote support

Allow meeting host to provide 1:1 remote support to another participant



### Closed captioning

Allow host to type closed captions or assign a participant/third party device to add closed captions



### Save Captions

Allow participants to save fully closed captions or transcripts



### Language Interpretation

Allow host to assign participants as interpreters who can interpret one language into another in real-time. Host can assign interpreters when scheduling or during the meeting.



### Far end camera control

Allow another user to take control of your camera during a meeting



### Group HD video

Activate higher quality video for host and participants. (This will use more bandwidth.)



### Virtual background

Allow users to replace their background with any selected image. Choose or upload an image in the Zoom Desktop application settings.



### Identify guest participants in the meeting/webinar

Participants who belong to your account can see that a guest (someone who does not belong to your account) is participating in the meeting/webinar. The Participants list indicates which attendees are guests. The guests themselves do not see that they are listed as guests. [\[v\]](#)



### Auto-answer group in chat

Enable users to see and add contacts to 'auto-answer group' in the contact list on chat. Any call from members of this group will be automatically answered.



### Peer to Peer connection while only 2 people in a meeting

Allow users to directly connect to one another in a 2-person meeting.



### Only show default email when sending email invites

Allow users to invite participants by email only by using the default email program selected on their computer



### Use HTML format email for Outlook plugin

Use HTML formatting instead of plain text for meeting invitations scheduled with the Outlook plugin



### DSCP marking

Determine classification for network traffic. Enable DSCP marking for signaling and media packets. (Default is 56 for audio, 40 for video, and 40 for signaling.) 



### Allow users to select stereo audio in their client settings

Allow users to select stereo audio during a meeting



### Allow users to select original sound in their client settings

Allow users to select original sound during a meeting



### Attention tracking

Lets the host see an indicator in the participant panel if a meeting/webinar attendee does not have Zoom in focus during screen sharing.



### Waiting room

Attendees cannot join a meeting until a host admits them individually from the waiting room. If Waiting room is enabled, the option for attendees to join the meeting before the host arrives is automatically disabled. 



### Show a "Join from your browser" link

Allow participants to bypass the Zoom application download process, and join a meeting directly from their browser. This is a workaround for participants who are unable to download, install, or run applications. Note that the meeting experience from the browser is limited



### Allow live streaming meetings



### Allow Skype for Business (Lync) client to join a Zoom meeting

Allow internal or external Skype for Business (Lync) client to connect to a Zoom meeting. [Learn more](#)



## Email Notification

#### When a cloud recording is available

Notify host when cloud recording is available



#### When attendees join meeting before host

Notify host when participants join the meeting before them



#### When a meeting is cancelled

Notify host and participants when the meeting is cancelled



#### When host licenses are running low

Notify the specified users when the number of host licenses are used more than specified ratio

Specify the ratio (100%)



Email Notification Recipients +

Myles Y (Account Owner)

## Admin Options

### Blur snapshot on iOS task switcher



Enable this option to hide potentially sensitive information from the snapshot of the Zoom main window. This snapshot display as the preview screen in the iOS tasks switcher when multiple apps are open.

### Display meetings scheduled for others



If disabled, users will only see their meetings even if they have schedule-for privilege for others

### Use content delivery network (CDN)



Allow connections to different CDNs for a better web browsing experience. All users under your organization will use the selected CDN to access static resources.

Default [?](#)

Wangsu (China)

### Allow users to contact Zoom's Support via Chat



Show Zoom Help badge on the bottom right of the page

### Show one person meetings on Dashboard and Reports



Meetings with only one person will also be displayed on dashboard and reports.

## Personal Settings

## Host video

Start meetings with host video on



## Participants video

Start meetings with participant video on. Participants can change this during the meeting.



## Audio Type

Determine how participants can join the audio portion of the meeting. When joining audio, you can let them choose to use their computer microphone/speaker or use a telephone. You can also limit them to just one of those audio types. If you have 3rd party audio enabled, you can require that all participants follow the instructions you provide for using non-Zoom audio.

Telephone and Computer Audio

Telephone

Computer Audio

## Join before host

Allow participants to join the meeting before the host arrives



## Use Personal Meeting ID (PMI) when scheduling a meeting

You can visit [Personal Meeting Room](#) to change your Personal Meeting settings.



## Use Personal Meeting ID (PMI) when starting an instant meeting



## Only authenticated users can join meetings

The participants need to authenticate prior to joining the meetings, hosts can choose one of the authentication methods when scheduling a meeting.



### Require a password when scheduling new meetings

A password will be generated when scheduling a meeting and participants require the password to join the meeting. The Personal Meeting ID (PMI) meetings are not included.



### Require a password for instant meetings

A random password will be generated when starting an instant meeting



### Require a password for Personal Meeting ID (PMI)



### Embed password in meeting link for one-click join

Meeting password will be encrypted and included in the join meeting link to allow participants to join with just one click without having to enter the password.



### Require password for participants joining by phone

A numeric password will be required for participants joining by phone if your meeting has a password. For meeting with an alphanumeric password, a numeric version will be generated.



### Mute participants upon entry

Automatically mute all participants when they join the meeting. The host controls whether participants can unmute themselves. 



### Upcoming meeting reminder

Receive desktop notification for upcoming meetings. Reminder time can be configured in the Zoom Desktop Client. 



## In Meeting (Basic)

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### Chat

Allow meeting participants to send a message visible to all participants



Prevent participants from saving chat

### Private chat

Allow meeting participants to send a private 1:1 message to another participant.



### Auto saving chats

Automatically save all in-meeting chats so that hosts do not need to manually save the text of the chat after the meeting starts.



### Play sound when participants join or leave

Play sound when participants join or leave



### File transfer

Hosts and participants can send files through the in-meeting chat.



Only allow specified file types

`.pdf,.doc,.docx,.xls,.xlsx,.txt,.csv`

### Feedback to Zoom

Add a Feedback tab to the Windows Settings or Mac Preferences dialog, and also enable users to provide feedback to Zoom at the end of the meeting



### Display end-of-meeting experience feedback survey

Display a thumbs up/down survey at the end of each meeting. If participants respond with thumbs down, they can provide additional information about what went wrong.



## Co-host

Allow the host to add co-hosts. Co-hosts have the same in-meeting controls as the host.



## Polling

Add 'Polls' to the meeting controls. This allows the host to survey the attendees.



## Allow host to put attendee on hold

Allow hosts to temporarily remove an attendee from the meeting.



## Always show meeting control toolbar

Always show meeting controls during a meeting 



## Show Zoom windows during screen share



## Screen sharing

Allow host and participants to share their screen or content during meetings



### Who can share?

Host Only  All Participants 

### Who can start sharing when someone else is sharing?

Host Only  All Participants 

## Disable desktop/screen share for users

Disable desktop or screen share in a meeting and only allow sharing of selected applications. 



## Annotation

Allow participants to use annotation tools to add information to shared screens



## Whiteboard

Allow participants to share whiteboard during a meeting 



## Remote control

During screen sharing, the person who is sharing can allow others to control the shared content



## Nonverbal feedback

Participants in a meeting can provide nonverbal feedback and express opinions by clicking on icons in the Participants panel. 



## Allow removed participants to rejoin

Allows previously removed meeting participants and webinar panelists to rejoin



## Meeting (Advanced)

### Breakout room

Allow host to split meeting participants into separate, smaller rooms



### Remote support

Allow meeting host to provide 1:1 remote support to another participant



### Closed captioning

Allow host to type closed captions or assign a participant/third party device to add closed captions



### Save Captions

Allow participants to save fully closed captions or transcripts



### Language Interpretation

Allow host to assign participants as interpreters who can interpret one language into another in real-time. Host can assign interpreters when scheduling or during the meeting.



### Far end camera control

Allow another user to take control of your camera during a meeting



### Group HD video

Activate higher quality video for host and participants. (This will use more bandwidth.)



### Virtual background

Allow users to replace their background with any selected image. Choose or upload an image in the Zoom Desktop application settings.



### Identify guest participants in the meeting/webinar

Participants who belong to your account can see that a guest (someone who does not belong to your account) is participating in the meeting/webinar. The Participants list indicates which attendees are guests. The guests themselves do not see that they are listed as guests. 



### Auto-answer group in chat

Enable users to see and add contacts to 'auto-answer group' in the contact list on chat. Any call from members of this group will be automatically answered.



### Only show default email when sending email invites

Allow users to invite participants by email only by using the default email program selected on their computer



### Use HTML format email for Outlook plugin

Use HTML formatting instead of plain text for meeting invitations scheduled with the Outlook plugin



### Allow users to select stereo audio in their client settings

Allow users to select stereo audio during a meeting



### Allow users to select original sound in their client settings

Allow users to select original sound during a meeting



### Attention tracking

Lets the host see an indicator in the participant panel if a meeting/webinar attendee does not have Zoom in focus during screen sharing.



### Waiting room

Attendees cannot join a meeting until a host admits them individually from the waiting room. If Waiting room is enabled, the option for attendees to join the meeting before the host arrives is automatically disabled. 



### Show a "Join from your browser" link

Allow participants to bypass the Zoom application download process, and join a meeting directly from their browser. This is a workaround for participants who are unable to download, install, or run applications. Note that the meeting experience from the browser is limited



### Allow live streaming meetings



## Email Notification

**When a cloud recording is available**

Notify host when cloud recording is available



**When attendees join meeting before host**

Notify host when participants join the meeting before them



**When a meeting is cancelled**

Notify host and participants when the meeting is cancelled



**When an alternative host is set or removed from a meeting**

Notify the alternative host who is set or removed



**When someone scheduled a meeting for a host**

Notify the host there is a meeting is scheduled, rescheduled, or cancelled



**When the cloud recording is going to be permanently deleted from trash**

Notify the host 7 days before the cloud recording is permanently deleted from trash



## Other

## Blur snapshot on iOS task switcher



Enable this option to hide potentially sensitive information from the snapshot of the Zoom main window. This snapshot display as the preview screen in the iOS tasks switcher when multiple apps are open.

## Invitation Email

Your meeting attendees will receive emails in language based upon their browser/profile settings. Choose languages which your expected attendees will receive content in to edit.

Choose email in language to edit English  

[Send me a preview email](#)

## Schedule Privilege

You can assign users in your account to schedule meetings on your behalf. You can also schedule meetings on behalf of someone that has assigned you scheduling privilege. You and the assigned scheduler must be on a Paid plan within the same account.

Assign scheduling privilege to +

No one

I can schedule for

No one

## Integration Authentication